

GRIEVANCE CHECKLIST FOR SUPERVISORS

1. Receive the grievance properly.

- ☐ Give the grievant a good hearing.
- ☐ Listen - don't interrupt.
- ☐ When the grievant has finished, ask questions but take no position.
- ☐ Take notes, KEEP RECORDS.
- ☐ Review the essentials in your own words.

2. Get the facts - ALL the facts available

- ☐ Ascertain the section of the agreement or rules or regulations allegedly breached.
- ☐ Ask questions requiring more than a yes or no answer.
- ☐ Ask advice if necessary.
- ☐ Check activity policy, practices, directives, and regulations.
- ☐ Check previous grievance settlements for grievance.
- ☐ Check the experience of others in similar cases.
- ☐ Reach a preliminary decision in the case - but temporarily keep it to yourself.

3. Take the necessary action

- ☐ Avoid confusion.
- ☐ Settle the grievance at the earliest moment that a proper settlement can be reached.
- ☐ Explain your position.
- ☐ Make the corrections required by your decision.
- ☐ If necessary, pass all the facts to the next step or level.

4. Follow up

- ☐ Make sure the action was carried out.
- ☐ Be alert to similar situations which might bring additional grievances.
- ☐ Correct such situations before a grievance is filed.
- ☐ Know your employees and their interests.
- ☐ Maintain an atmosphere promoting the highest morale.